



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

HUMAN RESOURCES MANAGEMENT

MODULE: Manage Industrial Relations

PAPER NO: 334/22/M07

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any five (5) questions.**
- 2. All questions carry equal marks.**

QUESTION 1

Explain any five (5) aims of industrial relations. (20 marks)

QUESTION 2

Explain any four (4) third party dispute resolution mechanisms. (20 marks)

QUESTION 3

Outline any five (5) important issues that should be included in the notice of a disciplinary hearing. (20 marks)

QUESTION 4

Outline any five (5) effects of maintaining Industrial harmony at the work place. (20 marks)

QUESTION 5

Discuss the steps taken in conducting disciplinary interviews. (20 marks)

QUESTION 6

Explain any five (5) guidelines used when disciplining employees. (20 marks)

QUESTION 7

Describe any five (5) principles of administering the code of conduct. (20 marks)

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